



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

UNCLASSIFIED

DEPUTY DIRECTOR, CHILD SUPPORT SERVICES

Class No. 002243

■ CLASSIFICATION PURPOSE

To manage, plan, organize and direct administrative or operational activities, oversee program execution, serve as liaison for a major section of the Department of Child Support Services, and to perform related work.

■ DISTINGUISHING CHARACTERISTICS

This is an unclassified management class allocated only to the Department of Child Support Services. Under the direction of the Chief Deputy Director, Child Support Services, this position is responsible for managing the overall activities of the administration or operations sections within the Department of Child Support Services. The administrative position is responsible for a broad range of administrative services such as budget, fiscal monitoring, information technology, organizational development, public relations, and personnel management. The operations position is responsible for a broad range of child support operational services such as the establishment and enforcement of child support.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Assists in the planning, directing, organizing, coordination, and evaluation of the overall activities of the administrative or operations sections.
2. Develops and implements the administrative or operations processes and procedures.
3. Directs the coordination of the administration or operations functions and activities with County departments and other State and Federal governmental agencies.
4. Attends and conducts policy meetings and confers with the Chief Deputy, Child Support Services, and the Director to determine general programs and policies.
5. Sets the administration or operational goals and objectives of the department.
6. Formulates administrative or operational policies and procedures.
7. Advises and makes recommendations to the Chief Deputy, Child Support Services, on administration or operations section matters.
8. Performs special studies and projects as assigned by the Chief Deputy, Child Support Services.
9. Establishes and maintains effective level correspondence, reports, and presentations, summarizing issues, scope, and level of services, service delivery methodologies, resources, cost estimates, time projections, and implications.
10. Reviews and establishes the administration or operations budget and staffing levels.
11. Supervises professional staff.
12. May represent the Chief Deputy, Child Support Services, in matters relating to the administration or operations of the Department of Child Support Services.
13. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

Administration Option

All the functions listed above and

1. Assists in the preparation of the annual budget.
2. Manages all personnel functions.
3. Manages all facility and work safety issues.
4. Monitors and tracks expenditures and revenues.
5. Oversees information technology service delivery.
6. Manages and oversees all vendor contracting and purchasing functions.
7. Manages all public relations matters.
8. Manages organizational development.

Operations Option

All the functions listed above and

1. Manages all operations functions.
2. Manages all child support establishment and enforcement issues.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Federal, State, and local laws and regulations.
- Policy and procedure establishment and implementation.
- Principles and practices of management, supervision, evaluation, and training.
- County customer services objectives and strategies.
- The General Management System in principle and in practice.

Administration Option (in addition to the above):

- Principles and practices of public administration, including general administration, human resources management, fiscal management, budgeting and public relations.
- Fiscal analysis and management.
- Budget preparation.
- Principles, techniques, and methodologies used in recruitment, classification, compensation, employee assistance, benefits and risk management.
- Theories, principles, practices and current issues of law office administration, including personnel management.
- Contract administration.
- Information technology service delivery.
- Facilities management.
- Public relations.

Operations Option (in addition to the above):

- Child Support Federal and State laws and regulations.
- Federal and State performance measures.
- Establishment and enforcement of child support orders.

Skills and Abilities to:

- Plan, organize, direct, and evaluate the administrative or operational activities of the Department of Child Support Services.
- Establish and implement administrative or operational policies, procedures, and standards related to the Child Support function.
- Ensure that Child Support activities conform to Federal, State, and local laws and regulations.
- Prepare executive level correspondence and reports.
- Supervise and evaluate the work of subordinate staff.
- Prepare and give public presentations on the administrative or operational activities, functions, and issues.
- Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, and reading and writing.

- Maintain mental capacity, which allows the capability of making sound decisions and demonstrating intellectual capacities.
- Communicate effectively orally and in writing.
- Identify and analyze complex administrative or operational problems, and logically identify solutions.
- Plan and coordinate multi-disciplinary work efforts.
- Establish and maintain effective public and interpersonal relations.
- Establish and maintain effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies, and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information, and analyze and project consequences of decisions and/or recommendations.

Administration Option (in addition to the above):

- Prepare departmental budget and monitor revenues and expenditures.
- Direct a variety of service functions such as budget, fiscal management, public relations, facilities and personnel management.
- Present complex personnel, facilities, public relations and fiscal reports.
- Review income and expenditures to ensure that the program budget is in conformance with approved funding levels.

Operations Option (in addition to the above):

- Coordinate services with County departments, and public and private agencies.
- Direct a variety of service functions such as the establishment and enforcement of child support orders.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

Administration Option:

A bachelor's degree from an accredited college or university in business administration, public administration, economics, statistics, or a closely related field, AND four (4) years of administrative experience performing budget preparation, fiscal management, personnel and facilities management, of which three (3) years experience must have included supervision of child support administration professionals.

Operations Option:

A bachelor's degree from an accredited college or university in business administration, public administration, or a closely related field, and four (4) years of management experience in a child support services agency, of which three (3) years must have included supervision of child support operational professionals.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None required.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Felony convictions will be disqualifying. Misdemeanor convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a thorough background investigation which may include a psychological, polygraph or other examination or test.

Persons serving in positions in the Unclassified Service do not accrue tenure and serve at the pleasure of the appointing authority (Charter of the County of San Diego Section 909.2).

New: June 28, 2002
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Revised: May 10, 2006

Deputy Director, Child Support Services (Class No. 002243)

Union Code: U

Variable Entry: Y